

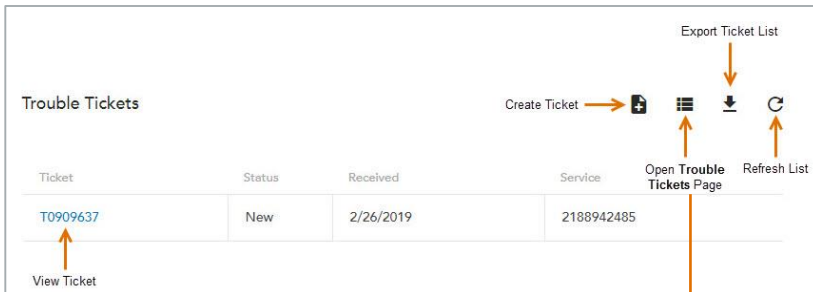
Working with Trouble Tickets



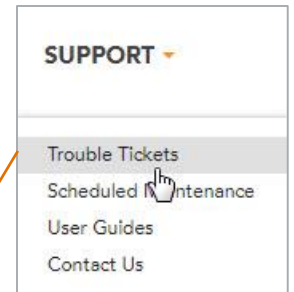
iCare Portal Quick Start Guide

Trouble tickets are electronic requests for help with all service-related issues. For non-service related issues, use the **CONTACT US** form to contact an Allstream representative.

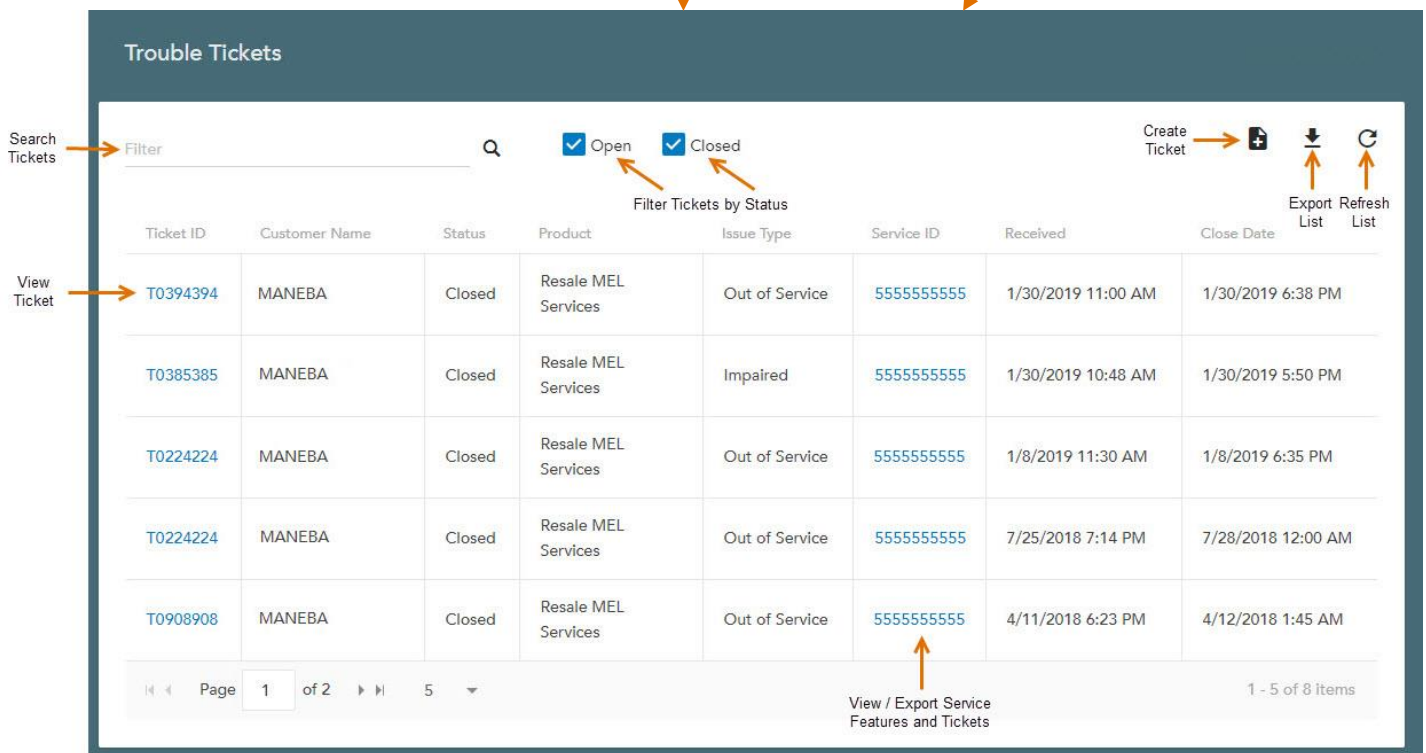
Trouble tickets can be quickly created, viewed, or exported from the **My Dashboard** page but are fully managed using the **Trouble Tickets** page within the portal. The **Trouble Tickets** page is accessible by clicking the **View All Tickets** icon on the **My Dashboard** page or by selecting **Trouble Tickets** from the **SUPPORT** drop-down list.



My Dashboard Page, Trouble Tickets Section



Support Drop-Down List



Trouble Tickets Page

Viewing a Ticket

To view a ticket, click a **Ticket ID**. The information displayed is read-only.

Viewing a Service

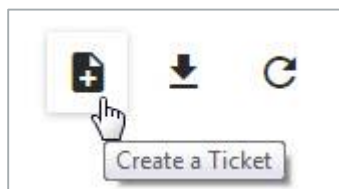
To view or export a list of features and tickets related to a service, click a **Service ID** (**Trouble Tickets** page only).

Exporting the List

To export the list of tickets, click the **Export List** icon.

Creating a Trouble Ticket

For non-service related issues, use the **CONTACT US** form to contact an Allstream representative.

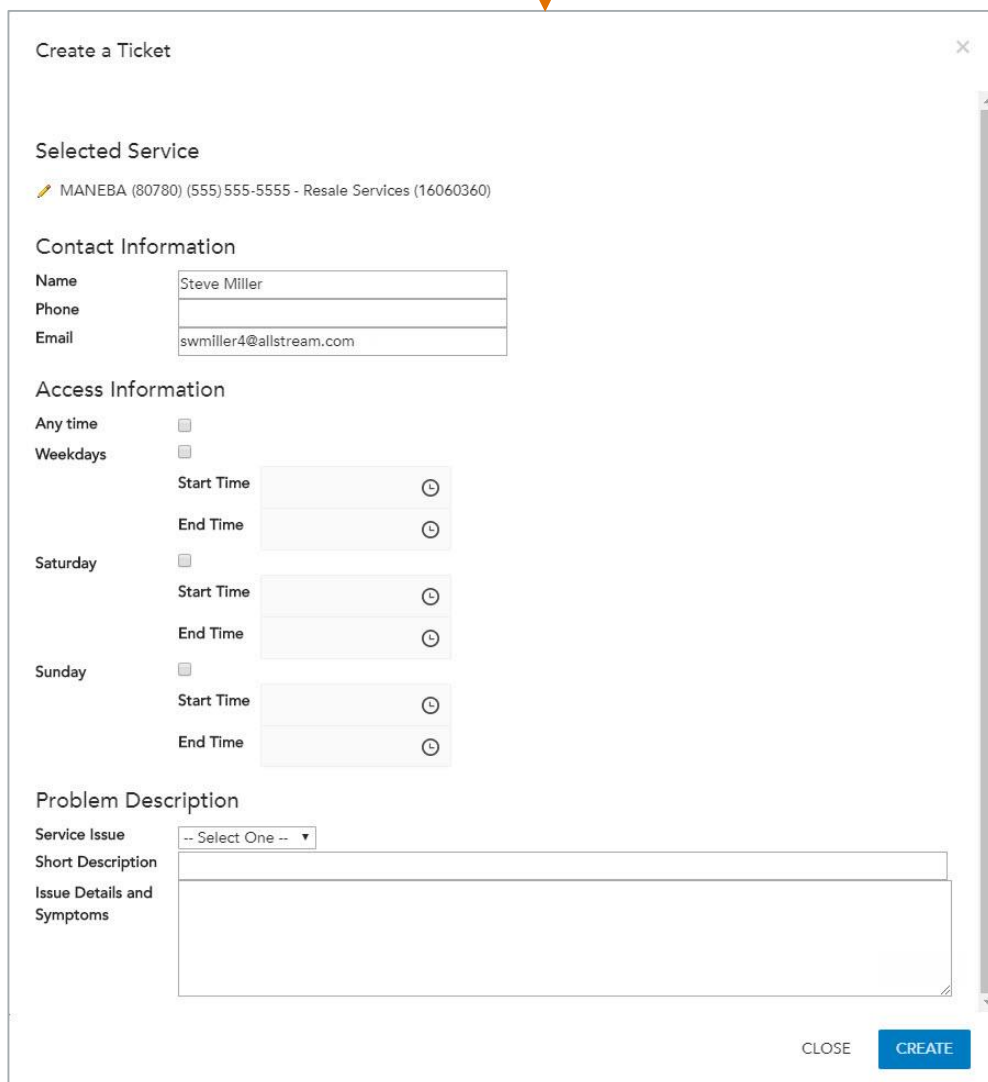


1. Click **Create a Ticket**.



2. Click the service for which you are creating the ticket.

3. Complete the ticket information and click **CREATE**.



Create a Ticket

Selected Service
MANEBA (80780) (555) 555-5555 - Resale Services (16060360)

Contact Information

Name: Steve Miller
Phone:
Email: swmiller4@allstream.com

Access Information

Any time
Weekdays
Saturday
Sunday

Start Time:
End Time:

Start Time:
End Time:

Start Time:
End Time:

Problem Description

Service Issue: -- Select One --
Short Description:
Issue Details and Symptoms:

CLOSE **CREATE**

Additional Information

Trouble Tickets also can be created from the following service-specific areas within the portal:

- The **Service Map** and **Service Map (Data)** sections of the **My Dashboard** page
- While viewing service-related features and tickets on the **Service Details** page

When creating a ticket from a service-specific area, step 2 as described here does not apply.